Reports to	Animal Operations Executive Manager	Business Unit	Animal Operations

Role Purpose

The Shelter Data Officer is the Society's in-house ShelterMate database expert and is tasked with ensuring the integrity of animal and cruelty/rescue information, enabling the monitoring of animal flow through the shelters, and providing training and analytics support to staff and volunteers in relation to our animal populations.

Key Responsibilities

- Develop and deliver a formal ShelterMate training program, tailored to relevant internal stakeholders (including regional shelters).

- Project manage the implementation of the 'Virtual Shelter' functionality in ShelterMate for tracking of shelter animals at Lonsdale.

- Develop, implement and review ShelterMate procedures and processes.

- Implement 'Ad-hoc Reporting' and 'Special Animal Fields' functionality in ShelterMate.

- Implement and coordinate weekly Lonsdale Animal Inventory Rounds with associated data rectification processes.

- Establish and implement an API data extraction process, using software such as Yellowfin or other analytics tools, to create dashboard reporting and other reports as required for managers in Sheltering, Behaviour, Veterinary Services, Inspectorate, Foster Care and Adoptions.

- Liaise with RSPCA counterparts, and other external animal welfare agencies, to review contemporary and innovative developments in animal population monitoring, management and data analysis.

- Extract and provide accurate animal, inspectorate and prosecution data to the Board, Committees, Managers and external stakeholders (eg Dog & Cat Management Board, DEWNR), as required.

- Design, implement, and support a Safe Kennels animal and owner database for domestic violence and mental health agency referrals.

- Keep up to date with developments in both ShelterMate and other software relevant to animal population data and movement.

- Adhere to defined workplace health and safety and injury management policies and procedures relating to the work being undertaken in order to ensure own safety and that of others in the workplace. Assist in the identification of hazards, assessments of risks and implementation of risk control measures to protect own health and safety and to avoid adversely the health and safety of any other person.

Key Relationships

Internal – Shelter staff, Foster Care Coordinator, Manager of Volunteers, Veterinary team, Inspectorate, Rescue Officers, Legal Counsel, Media & Communications Team

External – ShelterMate, other software providers, other RSPCA States, other animal sheltering organisations

Key Competencies

- *Attention to Detail* – Monitor and check the accuracy of information and work completed. Diligently attends to details and pursues quality in accomplishing tasks and written documentation.

- *Business Partnerships* – Develop and maintain positive and sustainable working relationships with a range of internal and external stakeholders. Use appropriate interpersonal styles and methods to influence, inspire and guide others to meet business objectives

- *Communication* – Consistently deliver accurate, clear, and concise messages orally and/or in writing effectively to ensure comprehension and understanding.

- *Deliver Results -* Apply and improve extensive or in-depth specialised knowledge, skills, and judgment to accomplish a result or to accomplish one's job effectively. Take responsibility for delivering stated outcomes on time and to the required expectation.

- *Planning & Organisation –* Ability to multitask and manage time effectively by prioritising and establishing a systematic course of action to achieve goals and complete tasks within the specified timeframes.

- *Safety Awareness –* Effectively exhibited leadership behaviours that promote RSPCA's zero harm safety culture to improve both WHS and organisational performance. Champion the WHS Management System. Foster the development of attitudes and beliefs of employees that support safe behaviour. Integrate safety into all work planning, processes and practices.

Expectations

It is expected that all RSPCA South Australia employees will:

- Contribute to a positive workplace culture by embracing and aligning conduct with RSPCA South Australia's Values and Behavioural statements.

    - ✓ Compassion – we are empathetic, caring and considerate.
    - ✓ Courage – we are brave and determined to stand by our principles.
    - ✓ Integrity – we are ethical, honest and transparent with ourselves, our supporters and the community.
    - ✓ Leadership – we are the driving force to motivate and inspire positive change in animal welfare.
    - ✓ Achievement – we are focussed on our objectives and continuously strive towards our goals.
    - ✓ Collaboration – we work as a team and foster partnerships to maximise outcomes.
    - ✓ Innovation – we are creative and daring in our thinking – we seek new ideas and new ways.

- Understand and work in accordance with RSPCA South Australia's Policies and Procedures.

- Have a sincere commitment to animal welfare.

Experience & Knowledge

- Database and general IT experience.

- Encompass and technical aptitude in database management.

- Basic SQL and C++ knowledge and understanding.

- Expert knowledge and experience with Microsoft Suite.

- Experience with animal shelters, highly desirable.

- Experience in designing and delivering training programs.

Requirements

- Some intra state travel may be required.

- Current Class C driver's licence.

- National Police background check.